



# GoArmyEd

Supporting Soldier Education

## Your Guide for Army Tuition Assistance



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www.GoArmyEd.com

### How to Get Help

- **Reference Documents:**
  - Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com)
  - Select "View Reference Documents" in the Help Desk Resources section
- **Contact the GoArmyEd Helpdesk:**
  - CONUS toll-free: 1-800-817-9990
  - OCONUS toll-free:
    - Go to [www.GoArmyEd.com](http://www.GoArmyEd.com) and select the "Helpdesk" link
    - Select the "View OCONUS Helpdesk Numbers" link
- **Create Case from your GoArmyEd homepage:**
  - Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com)
  - Select "Create a Helpdesk Case" and provide a description of your concern
  - An email confirmation of your request and the resolution will be sent to your preferred email account
- **Contact an Army Education Counselor:**
  - Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com)
  - Select the "My Education Centers" Smart Link

### How to Check Your TA Balance

- Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com) and look in the My Education section to see your TA balance

### How to Drop a Class

Soldiers MUST drop ALL classes through GoArmyEd before the class end date (Eastern Time).

- Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com) and select the "Withdrawal from a Class" Smart Link
- Select a checkbox to choose the class
- Select "Drop Selected Class"
- View Confirmation page and choose the appropriate withdrawal reason using the drop-down options of "Withdrawal – Military Reasons (WM)" or "Withdrawal – Personal Reasons"
  - Personal Drops – Soldiers MUST repay the TA amount
  - Military Drops (includes emergencies) – Soldiers MUST have the WM approved by the Army within 60 days of the initiation of the withdrawal to prevent recoupment:
    - Complete the Request for TA Recoupment Waiver – Withdrawal for (WM) Military Reasons Form
    - Upload the signed waiver from the Battalion Commander or first LTC in chain of command, or if in the Reserve Component, by the Unit Commander for the class

*Note: Soldiers who provide false information with a request to waive reimbursement of Army TA are subject to penalty under the Uniform Code of Military Justice (UCMJ).*

- Select the "Finish Dropping" button

### How to Resolve a Hold

A hold is applied to enforce Army TA regulations. Holds are removed automatically when the issue is resolved. For more information on holds and how they are resolved, go to the My Education section of your GoArmyEd homepage.

### TA Recoupment

Class costs will be recouped from a Soldier for:

- Failing a class
- An incomplete grade not resolved within 120 days
- A course drop for personal reasons
- A class that is not included in the Soldier's degree plan

An email notification is sent 30 days before repayment begins, except in the case of separation from the Army. See your signed SOU for recoupment rules.

### How to Use Your eFile

Scan a document and save it to your computer (e.g., Student Agreements, TA request cost verification, SOU, or Military Withdrawal documents).

- Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com)
- Select the "My Education Record" Smart Link
- Select the "eFile" tab
- Complete required fields and select "Browse" to find your file
- Select "Upload File"

www.GoArmyEd.com



## GoArmyEd is used by...

- Active Army, National Guard, and Army Reserve Soldiers to set-up a GoArmyEd account and request Army Tuition Assistance (TA). Contact your Army Education Counselor or Education Services Officer (ESO) for more information.

## New Users

- Go to [www.GoArmyEd.com](http://www.GoArmyEd.com) and select “New User”
- Complete the required information for a base role GoArmyEd account, which results in the creation of your GoArmyEd user name and password. The base role access will allow you access to training, helpdesk, on-duty classes, and testing. To request TA-level access to register for college classes, the following steps must be completed:
  - Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com) using your user name and password
  - Select the “Request TA Access” Smart Link, where you will be presented with the following steps:
    - Verification of TA Eligibility
    - Review of Training
    - Submission of your Statement of Understanding (SOU)
    - Selection of home school and degree plan
    - Completion of the Common Application
- After you complete the steps listed above, your Army Education Counselor/ESO will review your application and, pending approval, activate your GoArmyEd account. You will receive an email when your application has been approved and you have access to request TA.

## How to Request TA and Enroll in a Class

TA Requests **MUST** be submitted before the class starts or no later than the final day of the school's late registration period.

Depending on the school you attend, you will be presented with one of two enrollment paths. GoArmyEd will determine your path automatically and all approved TA will be paid directly to your school by the Army upon successful class completion.

If your school uploads classes and tuition costs to GoArmyEd, you will be presented with the following process:

- Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com)
- Select the “Request TA” Smart Link
- Confirm your school name is prepopulated and the class start date range is correct, then select “Next”
- View Class Search Results. Select the “Class Details” button before enrolling to view more class information (e.g., class description, SH cost, prerequisites, required class materials)
- Select “Request Class” for your desired class
- The Confirm Classes screen displays class cost information. Be sure to review the cost covered by TA and any cost you must self-pay. Select “Process Enrollment” or “I Agree To Pay.”

*Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.*

*Further note: Do not X out of page. Select “Cancel Request” if class selection is in error.*

- Review and update your account information if necessary, then select “Account Information Verified”
- The View Results screen displays the status of your enrollment request. If the Status column shows a green checkmark, you have successfully enrolled, pending final approval from the school. You will receive an email confirming enrollment.

If your school does not upload classes and tuition costs to GoArmyEd, you will need to supply class information in an online TA Request. You will be presented with the following process:

- Log in to [www.GoArmyEd.com](http://www.GoArmyEd.com)
- Select the “Request TA” Smart Link
- Confirm your school is prepopulated, enter the class Subject, Catalog, and the Class Start Date and select “Next”
- The TA Request displays. Complete each required field in the Class Information sections.
- Cost of tuition and fees **must be attached to the TA Request** in the Upload Cost and/or Course Information Enrollment Verification Information section to submit the form. That can be done in one of two ways: Upload the document that has been saved on a computer and attach, or upload the document in eFile first and select the transaction type **Cost** and/or **Course Enrollment Verification**, so it will appear when you select the “**Search eFile**” button to attach to the TA Request. (See “How to use e-File”)

*Note: Valid cost verification may include one or more of the following: statement of tuition of fees from school's catalog or Website; screenshot from an online account with the school; an itemized receipt or current invoice from the school.*

- Complete each required field in the Class Cost section and select “Calculate Cost” so you can see the final Army and Soldier costs.
- Review your TA Request for accuracy and then select “Submit.”
- When the TA Request is approved by the Army, you will receive a confirmation email.
- You must print and submit a copy of the approved TA Request to your school when registering for classes.

*Note: If TA does not cover the entire cost of the class, you are responsible for the remainder, which will be billed directly by the school.*